

## ADMINISTRATIVE SECRETARY - 1031

### GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate skilled clerical work assisting with a variety of office assistance and program administrative tasks; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for visual inspection involving small defects and/or small parts, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### ESSENTIAL FUNCTIONS/TYPICAL TASKS:

**Providing office support for department programs; administering programs; responding to inquiries and complaints; providing program information; processing documents; registering program participants; preparing and maintaining records and files; preparing reports; assisting the public.**

Maintains complex and detailed files and records; maintains data bases; prepares information brochures, fliers, etc.;

Transcribes correspondence; composes routine correspondence; types a variety of complex reports and materials;

Answers questions and responds to inquiries or complaints on department and/or city operations, policies and procedures; maintains calendar; schedules appointments; responds to invitations and schedules interviews;

Maintains employee records; reviews records for accuracy; maintains a variety of records and files; purchases supplies for department;

Undertakes special projects as assigned by supervisor; manages assigned programs;

Checks accuracy of important documents and records;

Maintains a variety of operational, bookkeeping, budget, personnel, and program records;

Attends meetings of committees; compiles and types agendas for boards and commissions;

Logs and maintains records of complaints; refers complaints to appropriate person or department; answers telephone and assists walk-in customers;

Handles money from recreation center activities, athletic program registrations, uniform purchases and shelter reservations;

Prepares a variety of complex and/or confidential reports as requested; maintains confidential files;

Receives, processes and enters a variety of information into computer system;

Checks and reviews a variety of data for accuracy, completeness and conformance to established standards and procedures;

Helps establish office procedures; helps set up and maintain filing systems;

Performs related tasks as required.

### KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of the organization and functions of the department and of general administrative policies and practices; ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to type and transcribe dictation at a reasonable rate of speed; ability to operate standard office and computer equipment; ability to prepare effective correspondence on routine matters and to perform routine office assistance details without referral to supervisor; ability to establish and maintain effective working relationships with associates and the general public.

### EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and considerable clerical or office experience.

### SPECIAL REQUIREMENTS:

May require possession of an appropriate driver's license valid in the State of North Carolina. May require Notary Public, CPR and First Aid certificates.